GREATER BENGALURU AUTHORITY

O/o the Deputy Commissioner, Information and Technology (IT), Head Office, Annex-2, 2nd Floor, N.R.Square, Bengaluru - 560 002.

Tender Notification No:GBA/2025-26/SE0025 Dated:04/05/2026.

: ADDENDUM :

Sub: RFP for Selection of Agency for Establishment & Running of 10-Comprehensive Citizen Service Centres [GBA Guarantee Seva Kendras – GBA GSKs] for All GBA & Bengaluru City Corporations Services on BOOT.

Ref: Tender Notification No:GBA/2025-26/SE0025, Dt:31/03/2026.

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The RFP shall be replaced by the following changes; –

RFP PAGE No	Parameter mentioned in RFP	Read as
74	6.2 Performance SLAs **Penalty for breach :** INR 10,000 per day for each center recording zero transactions	Clause is removed.
78-79	**6.2.7. 99.99% accuracy in inputting customer data** **Definition :** It is the responsibility of the B1 K1 counter or JanaSevaka operator to accurately type the particulars of users who use the B1 K1 services, into electronic forms & applications	**6.2.7. 99.99% accuracy in inputting customer data** **Definition :** It is the responsibility of GSK Center run by agency to accurately type the particulars of users who use the service centers, into electronic forms & applications
17	This Performance Bank Guarantee will be for an amount of **INR 5 Crores (Rupees Five Crores only)**. No interest shall be payable on the PBG. In case the project is delayed beyond the project schedule as mentioned in RFP the performance bank guarantee shall be accordingly extended by the Bidder till completion of scope of work as mentioned in RFP. The PBG shall be valid 3-months after the completion / termination of the project.	This Performance Bank Guarantee will be for an amount of **INR 1.50 Crores (Rupees One Crore Fifty Lakh only)**. No interest shall be payable on the PBG. In case the project is delayed beyond the project schedule as mentioned in RFP the performance bank guarantee shall be accordingly extended by the Bidder till completion of scope of work as mentioned in RFP. The PBG shall be valid 3-months after the completion / termination of the project.

All other Tender conditions remain the same as per RFP Tender Document.

For further details visit GOK KPP Portal website https://kppp.karnataka.gov.in.

Deputy Commissioner-IT
Greater Bengaluru Authority

Copy Submitted for Information:

1. PS to the Chief Commissioner, GBA.
2. PS to the Special Commissioner (IT / Revenue), GBA.
3. Deputy Chief Information Officer (IT), GBA for necessary Action.
4. Office Notice Board / Additional Copy.